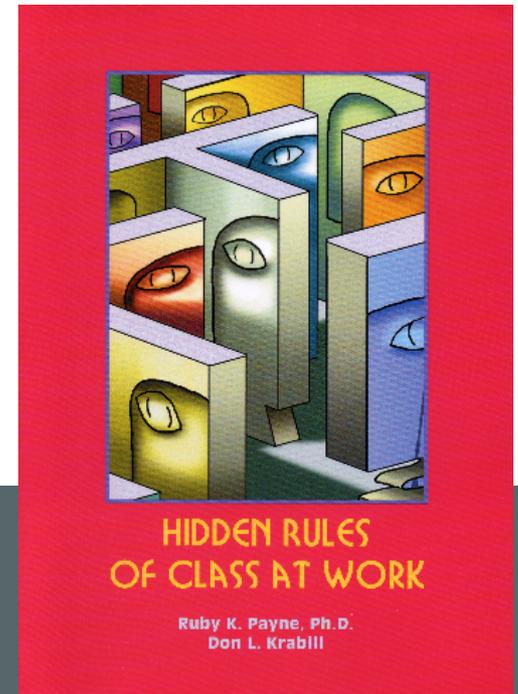
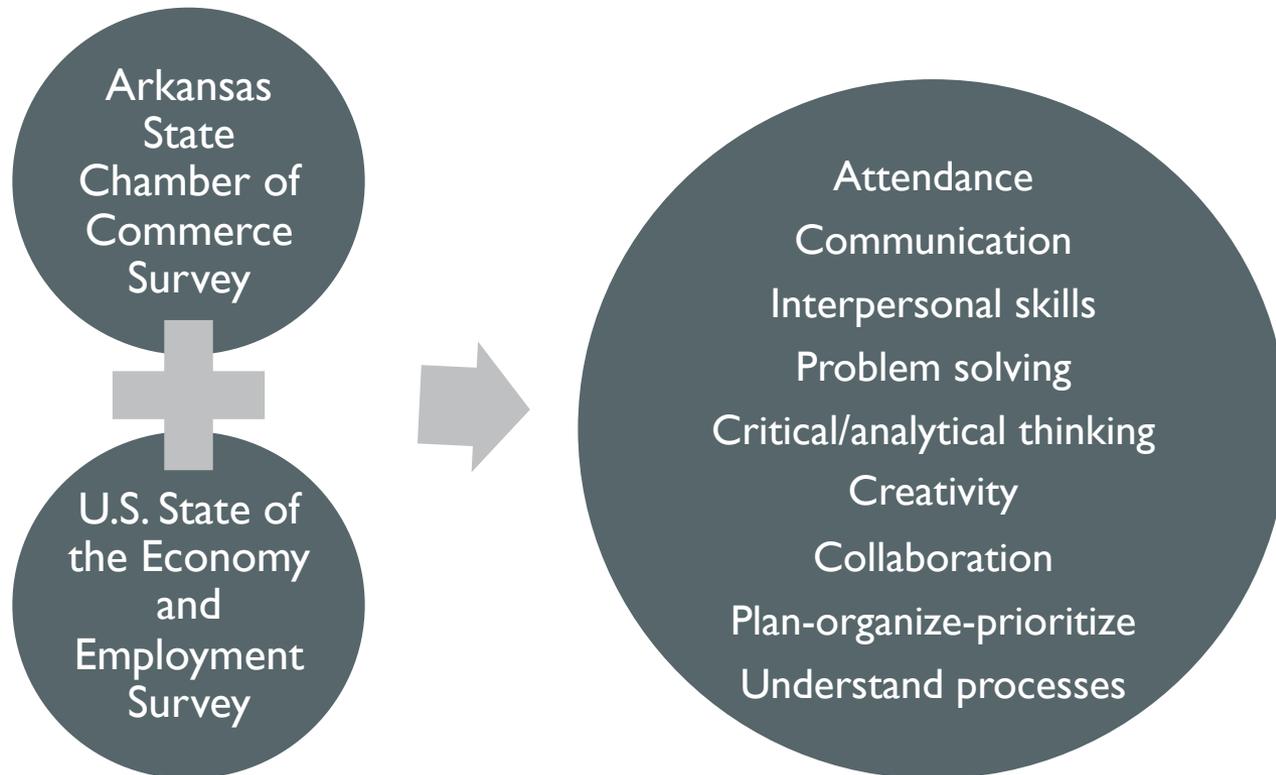


HIDDEN RULES OF CLASS AT WORK

- Mental Models
- Hidden Rules
- Preparing for the Workforce



“IF WE CAN JUST GET THEM TO PASS A DRUG TEST, GET THEM TO WORK, AND KEEP THEM COMING BACK FOR MORE THAN A WEEK, WE WILL TEACH THEM EVERYTHING ELSE THEY NEED TO KNOW!”



THE WAY POVERTY IS PORTRAYED



FACES OF POVERTY





D

Behavior of Individual	Absence of Human and Social Capital	Exploitation	Political/Economic Structures
<ul style="list-style-type: none"> • Addiction • Breakup of families • Commitment to achievement • Criminal behavior • Dependence on welfare • Domestic violence • Intergenerational character traits • Language register • Mental illness • Morality • Orientation to the future • Planning skills • Single parenthood • Spending habits • Work ethic • Physical disability • Laziness • Illiteracy • Extravagance 	<ul style="list-style-type: none"> • Adequate skill sets • Availability and quality of education • Availability of jobs • Availability of well-paying jobs • Childcare for working families • City and regional planning • Decline in neighborhoods • Decline in social morality • Intellectual capital • Middle-class flight • Racism/discrimination • Social capital • Suburbanization of manufacturing • Urbanization • Increasing college tuition 	<ul style="list-style-type: none"> • Drug trade • Gambling • Internet scams • Job safety • Lease to buy • Payday lenders • Racism and discrimination • Sex trade • Sub-prime lenders • Insurance premiums • Temp work (30 hrs/ week) • Gender wage disparity • Corporate bankruptcy resulting in loss of pensions • Low-balance checking account fees 	<ul style="list-style-type: none"> • Corporate influence on legislators • Decline of unions • Declining middle class • Deindustrialization • Economic disparity • Equity and growth • Globalization • Immigration patterns • Job loss • Racism and discrimination • Salary ratio of CEO to line worker • Taxation patterns • Mortgage crisis • Collapse of financial industry • Global pressure to keep costs low (wages) • Media influences • Political climate
Personal choice	Community resources	Social attitudes	Systemic causes

Causes of Poverty

KEY POINTS: CAUTION

- Observations are based on **patterns** and all patterns have exceptions.
- We **cannot blame the victims** of poverty for being in poverty.
- We cannot continue to support **stereotypes and prejudices** about the poor.
- Productive discussion can focus on **economic diversity**, not racial or cultural diversity.
- Types of poverty are **different** and interventions must be appropriate.
- Poverty is **relative** and so is wealth.
- **Income and wealth** are two different things.
- Individuals **bring with them** the survival rules of the class in which they were raised.



MENTAL MODELS AND DECISION DRIVERS



WHAT IS A MENTAL MODEL?

- Are internal pictures of how we perceive the world works
- Developed by our experiences
- Exist below awareness
- Are not always based on fact and may be inaccurate
- Determine how we act
- Can help or interfere with learning



MENTAL MODEL OF MIDDLE CLASS

Stability
Time horizon
Choice
Future story
Problem solving
Power of institutions



Schools



Police



Social Services

Work



Achievement

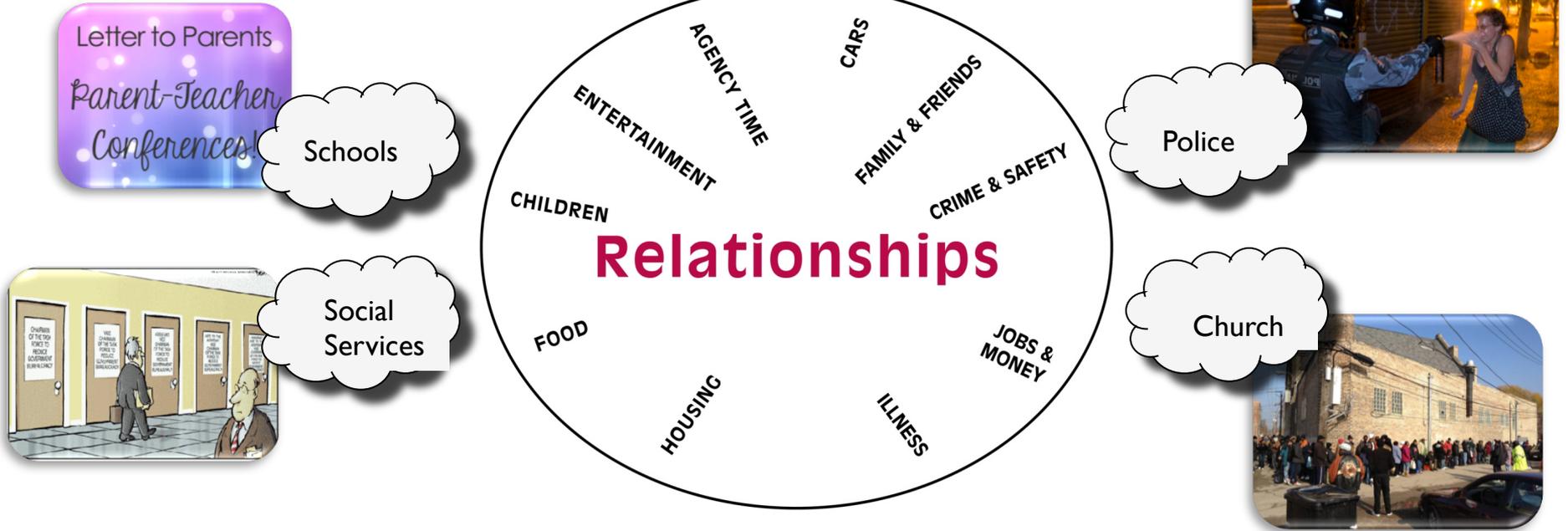


Church

Material Security



Survival: tyranny of moment
Entertainment: escape
Relationships: resources
Unstable environment
No ability to plan
No future story
No choice
No power



Survival

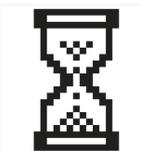
Relationships

Entertainment

TYRANNY OF THE MOMENT

“Before “the collapse” it seemed I had a lot more room in my brain to think about things—survival was not one of them. But after, survival took over and it pushed everything else out of the way.”

-Stephanie Mayberry



“The need to act overwhelms any willingness people have to learn.”

Source: *The Art of the Long View* by Peter Schwartz

Mental
Bandwidth



Where is the room for:

- Reading/relaxing
- Family time
- Self improvement
- Thinking
- Planning
- ++

DRIVING FORCES: For Decision Making

POVERTY



Survival

Relationships

Entertainment

MIDDLE CLASS

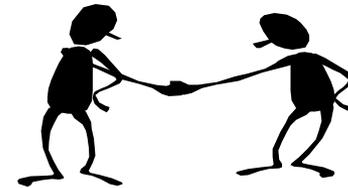


Work

Achievement

Material security

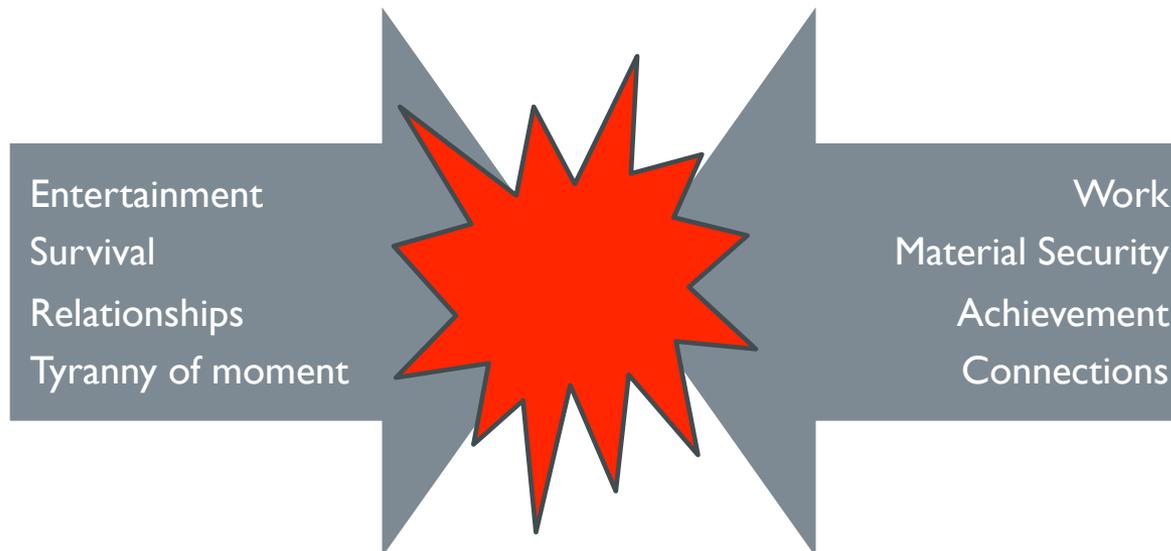
WEALTH



Connections:

Political
Financial
Social

WHEN POVERTY AND MIDDLE CLASS/WEALTH COLLIDE





HIDDEN RULES OF ECONOMIC CLASS



HIDDEN RULES



- Unspoken cues and habits of a group
 - Come from the environment in which one was raised or lives
 - Are easily broken because they are hidden
 - Seldom articulated
 - Erroneously equated with lack of intelligence
 - Allow us to understand the behavior of ourselves and others
-
- Used for survival
 - Used to navigate different and difficult situations
 - Used to build resources
 - Used to resolve conflict
 - Used to help people in poverty gain power and influence and move out of poverty



FOOD

- Did you get enough?
- Was it good?
- How was it presented?

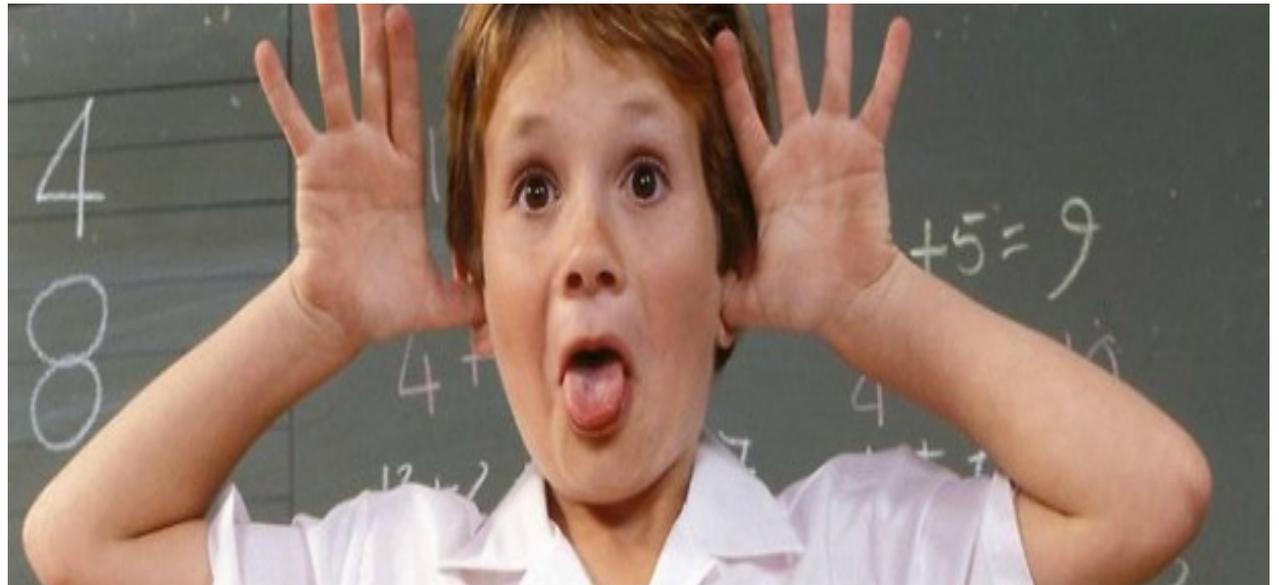


CLOTHING

- Style and personality
- Quality and appropriateness
- Artistic and designer qualities



PERSONALITY & HUMOR



- Entertainment; avoid confrontation
- For achievement, getting ahead at work
- Usually about a social faux pas



LANGUAGE



- Casual, about survival
- Formal, about negotiation
- Formal, about networking

LANGUAGE & COMMUNICATION: REGISTER

Register	Explanation
Frozen	Language that is always the same (Lord's Prayer, wedding vows)
Formal	Standard sentence syntax (complete sentences with proper grammar) and specific word choice.
Consultative	Formal register when used in conversation. Discourse pattern not quite as direct as formal register.
Casual	Language between friends and is characterized by a 400-800 word vocabulary. Word choice is general and not specific. Conversation dependent upon non-verbal assists. Sentence syntax often incomplete.
Intimate	Language between lovers or twins. Language of sexual harassment.

Dude!

That sucks!

Fricking

LANGUAGE & COMMUNICATION: EXPOSURE

Number of Words Exposed to	Economic Group	Affirmation	Prohibitions
10M words	Welfare	1 for every	2
20M words	Working Class	2 for every	1
30M words	Professional	5 for every	1

Statement of Accusation vs Question for Clarification

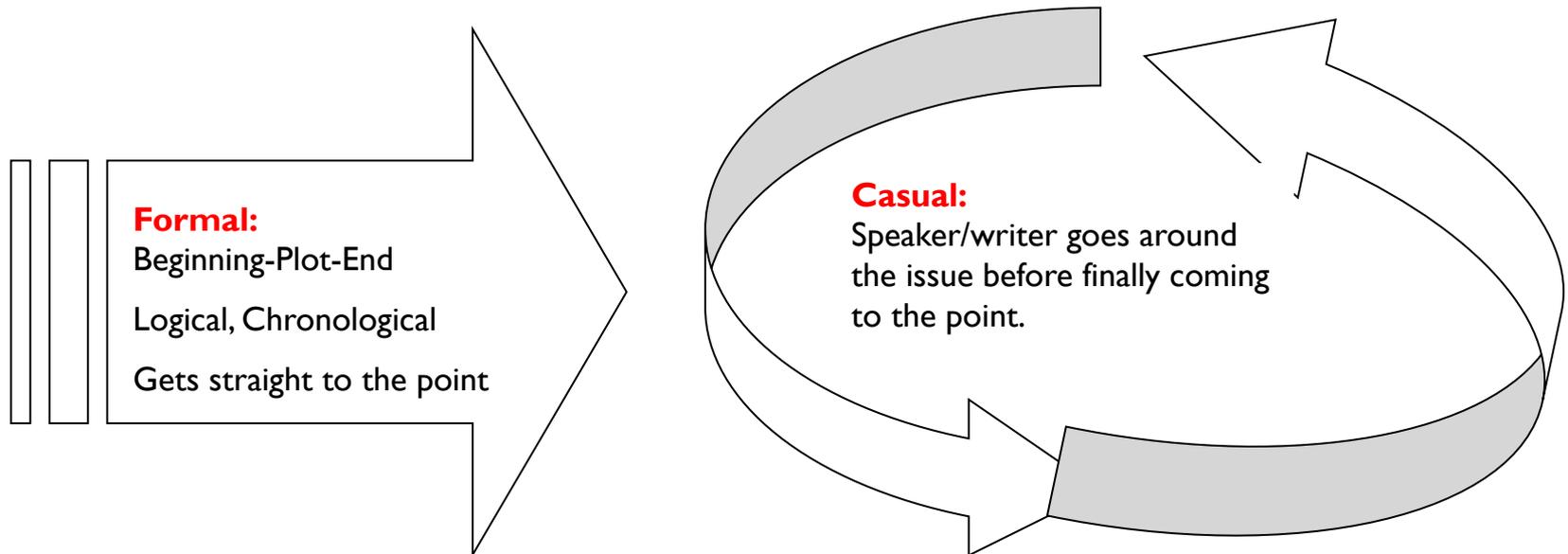
- You are going to the store? vs Are you going to the store?
- You are disrespecting me? vs Are you disrespecting me?

If can't form questions, cannot obtain information to use for problem solving or conflict resolution.

LANGUAGE AND STORY: VOICE

<p>CHILD</p> 	<ul style="list-style-type: none">• Defensive, victimized, emotional, whining—playful, spontaneous, curious• “You don’t love me. It’s not my fault. Quit picking on me. You are ugly. It’s not fair.”• Lots of non-verbal
<p>PARENT</p> 	<ul style="list-style-type: none">• Authoritative, judgmental, directive, can be threatening or punitive, critical, shame and guilt—supportive, nurturing• “You should/not... That’s ridiculous. You are beautiful (any judgmental or evaluative comment). Life’s not fair.”
<p>ADULT</p> 	<ul style="list-style-type: none">• Non-judgmental, factual, reality based, flexible, assertive, rational, problem solving while exploring alternatives, often in question format, negotiating.• “What are our choices? How can we deal with this without creating a bigger problem? We agree to disagree. What makes it seem unfair?”• Free of negative non-verbal

LANGUAGE AND STORY: DISCOURSE & STRUCTURE



Casual: Begins with end or part with greatest emotional intensity; told in vignettes with audience participation in between; ends with comment about the character and his/her value. Most significant part of the story is the characterization.



POSSESSIONS

- People
- Things
- One of a kind objects



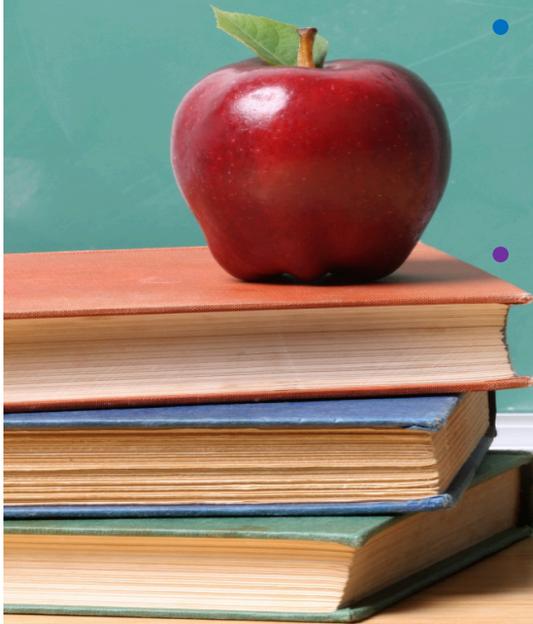
POWER

- Personal respect worth fighting for; can't stop bad things from happening
- Power/respect are separate; responds to positions; gets power from information and institutions
- Power from connections, influences community direction



EDUCATION

- Valued in the abstract but not as a reality because of lower resources
- Crucial for climbing success ladder and making money
- Necessary tradition for making and maintaining connections



TIME HORIZON & FUTURE STORY



- Present most important, not stable (today)
- Decisions made against future ramifications (5 years)
- No fear for today or future (decades)

CONCRETE

VS.

ABSTRACT

Calendar	Abstract time-past, present, future
Daily to-do list	The tasks for the day
Social Security number	The person (way to keep track of people on paper)
Money	Debit/credit card
What has to be done to pass a class	Syllabus
Industry certification	Personal marketability

HIDDEN RULES AND EMPLOYABILITY

Skill	Hidden Rule
Communication (Oral and Written/Present Info/Influence)	Language/ Personality/ Humor / Education
Work Ethic (Reliable/Productive/ Committed)	Social Emphasis / Time / Destiny / Family Structure / Love / Driving Forces
Interpersonal (Attitude/Integrity/ Initiative/Self Management/Resilience)	Possessions / Personality / Social Emphasis / Time / Humor
Problem Solving/Critical Thinking (Find Solutions/Logic/ Creativity)	Time / Destiny / Language / Driving Forces
Collaboration/Teamwork (Flexibility/Disputes and Conflicts/ Coaching/Accept Responsibility)	Possessions / Personality / Language / Family Structure / Humor
Plan/Organize/Prioritize (Time Management/Task Completion)	Social Emphasis / Time / Destiny / Driving Forces
Decision Making (Fact Gathering/ Analysis/Stress/Pressure)	Driving Forces / Destiny / Time / Social Emphasis

I'M TUCKERED OUT!
SHOULD WE CALL IT A DAY? HAVE A DRINK?



THANK YOU!

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